Curriculum Vitae

Objective

As an ambitious person, I enjoy working in a fast paced, highly motivating position where I can assist others while challenging and expanding my knowledge and understanding of the task at hand. I am seeking a position that will utilize my skills and offer the chance for advancement as well as allow me the opportunity to gain additional skills and experience.

Work Experience

_ VOIS EG "Vodafone International Services Previously" (2014 - Present):

- Data Loss Prevention Senior Supervisor – Level 3 Investigation Manager (Cyber Security Department) from Jan 2022 - Present.
    - Investigating the Incidents created by the company's employees technically and personally to determine if there's any data loss or not.
    - Using Different tools for monitoring user interactions (Symantec DLP and MS Sentinel).

- Enterprise Technical Leader (Business Department) from July 2019 until Dec. 2021.
    - Leading 1st line Mobility teams that support external enterprises to deal with Vodafone easier.
    - Leading 2nd Line Product Support from User Access Management perspective and end to end customer support.
    - Leading 3rd level support for technical solutions provided by Vodafone to customers, where the team handled Active Directory, Linux, Cloud and Databases.
    - Acquiring new business from different location and starting Network and Fixed Support teams in our location.

- Support Systems Engineer (Office IT) from Dec. 2017 until June 2019 including:
    - Shared Drive Support Engineer

- Quality Assurance Engineer
- Senior Engineer and Knowledge Trainer

- International Senior Advisor (Tech. Support) from 2014 - Nov 2017.

Skills
- Critical Thinking - Judgment and Decision-Making - Communication
- Operations and Systems Analysis
- Teamwork
- Initiative
- Problem solving
- Flexibility
- Computer skills
- Technical skills

Courses
- Oracle Developer (from Next Academy {Oracle Educational Partner}).

Apps and OS Experience
- Windows based apps
- Citrix Based apps
- Windows Server. (Administrator and Operator).
- Active Directory (Administrator and Developer).

Personal Details

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Social State   : Married
Other Languages   : English

** References can be provided when required.